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HELPDESK

NSC Bamberg HelpDesk is the Information Management Officer's (IMOs) and Telephone Control Officer's (TCOs) one stop information center. Working primarily in coordination with the IMOs and TCOs for the Tenant Units and Facilities to establish phone service, account administration services for email, passwords, and TSAC. The HelpDesk provides assistance in troubleshooting, software, hardware, and Local Area Network (LAN) equipment. If you need help in any of these areas, please contact your unit's IMO for automation and TCOs for telephones or email the HelpDesk at:

Helpdesk.bamberg@cmtymail.98asg.army.mil

Dial Central Office (DCO) 469-1640

The Dial Central Office provides DSN telephone service to the Bamberg military community. Call 119 for Telephone Repair issues. The NSC HelpDesk will issue telephone trouble tickets and provide you with a Remedy Support Request Number. The Remedy Support Request Number is used for tracking work orders and providing the DCO with important information and verification.

TCOs will fill out Telephone installation workorders; Local Service Request (LSR); DA Form 3938 for processing. For more information about telephone service see the NSC's webpage:

AUTOMATION SUPPORT
Dial 119 / 469-1640
CIV. 0951-300-1640

NSC Bamberg provides support to the Bamberg Military Community's, Tenant Units, and Facilities. Facilitating DSN Telephone service, Troubleshooting government owed PC, end-user support, establish official email accounts, distribution of anti-virus updates, changing passwords and configuring hardware. The NSC provides assistance with the Local Area Network (LAN) and networking/infrastructure. Customers please contact your unit's IMO for help in any of these areas.

The NSC approves Information Management Requisition Requests (IMARs) and assists IMOs in determining their information technology requirements. IMARs can be submitted by using the NSC webpage.
Http://www.bamberg.army.mil/nsc/

Official Mail & Distribution
469-8710

Open Mon-Fri, 0730-1200, 1300-14:00, 15:30-1630. Daily courier run to 98 ASG Mail Room. 279th BSB Official Mail Room. 279th BSB World-wide fax. Publications support for local reproduction. Forms available at: *Http://www.bamberg.army.mil/nsc/*

NSC

119
Bldg. 7107
469-1640

BAMBERG

Network Service Center

Our Mission...

NSC Bamberg supports the Bamberg military community in the following Information Mission Areas (IMA's):

Automation
Telephones / Communication (Voice & Data)
Printing & Publications
Official Mail & Distribution

The NSC is a part of the 69th Signal Battalion, headquartered in Leighton Barracks, Bldg 34 Wuerzburg, Germany; DSN 350-1440, (Civ 0931-889-1440) and a supplier for the 279th BSB. Our mission is to maintain the highest standards of communications and service for the local community and the Warfighter.

NSC Staff
Civ. 0951-300-XXXX

NSC Chief	469-8717
HelpDesk	119
	469-1640 Fax 469-7601
Mail/Distribution	469-8710
DCO Chief	469-8899 Fax 469-8799

For more information about our services, visit our websites:
Http://www.bamberg.army.mil/nsc/
Https://cesbamowa.bamberg.army.mil/Exchange

Computer-User Training

All computer users assigned to USAREUR units and Facilities who have access to any USAREUR computer network must have completed computer-user training and testing. Inbound personnel will train and test as they arrive. Access is defined as having a user account on a classified or unclassified local area network if that network is connected to the USAREUR Common User Data Network or the Secure Data Network.

A study guide is available in paper copy at individual units and is also available on the USAREUR Information Assurance Computer User Test webpage at:

Https://www.uatp.hqusareur.army.mil

The Information Assurance Test is offered on-line through the USAREUR Information Assurance Computer User Test webpage at

Https://www.uatp.hqusareur.army.mil

After successfully completing the test, a record of the license or certificate is automatically entered in the IATP database.

No one will be given a user account on any USAREUR computer network without the appropriate license or certificate.
Note: You should print out the certificate created after you complete the test. This is your proof you have completed this requirement.

NSC

OWA

279th

Training at the NSC

The NSC offers training in its state of the art training room in the following areas:

IMO Training: Basic training on computer and connectivity issues central to duties of unit Information Management Officers.

Microsoft Office Classes: Introduction to the suite of Microsoft Office products considered the standard in today's Army: PowerPoint, Word, Excel, and Outlook.

The NSC Training Room is also available for special training. To register or for more information, please call 469-1640.